Business Management - Human Resource Management and BA (Hons) Business Management (Human Resource Management) with Placement Year

<table>
<thead>
<tr>
<th>Final award</th>
<th>BA (Hons) Business Management (Human Resource Management)</th>
<th>BA (Hons) Business Management (Human Resource Management) with Placement Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intermediate awards available</td>
<td>BA, DipHE, CertHE</td>
<td></td>
</tr>
<tr>
<td>Mode of delivery</td>
<td>UEL on campus</td>
<td></td>
</tr>
<tr>
<td>UCAS code</td>
<td>N600</td>
<td></td>
</tr>
<tr>
<td>Details of professional body accreditation</td>
<td>Chartered Institute of Personnel and Development (CIPD)</td>
<td>Intermediate Certificate or Diploma in HRM</td>
</tr>
<tr>
<td>Relevant QAA Benchmark statements</td>
<td>General Business Management</td>
<td></td>
</tr>
<tr>
<td>UEL Academic School</td>
<td>School of Business and Law</td>
<td></td>
</tr>
<tr>
<td>Date specification last updated</td>
<td>July 2014</td>
<td></td>
</tr>
</tbody>
</table>

Alternative locations for studying this programme

<table>
<thead>
<tr>
<th>Location</th>
<th>Which elements?</th>
<th>Taught by UEL staff</th>
<th>Taught by local staff</th>
<th>Method of Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

The summary - UCAS programme profile-

BANNER BOX:

The BA (Hons) Business Management (Human Resource Management) is accredited with the leading body for Personnel and Development professionals in the UK, Chartered Institute of Personnel and Development (CIPD). Honours Graduates are eligible to apply for Associate membership of the Institute.

ENTRY REQUIREMENTS

For admission to undergraduate Business and Management programmes, applicants normally need to have either:

- 280 Tariff points with at least two A2 passes or equivalent
- 24 points (pass) International Baccalaureate

- Pass in a recognised Access Course or International Foundation Programme

In addition to the above, we require GCSE Maths and English at, as a minimum, grade C or equivalents, unless competency is part of the qualification gained.

We also welcome mature student applicants with relevant professional qualifications, and these will be dealt with on an individual basis and may require an interview. Students that apply to enter Level 5 or 6 of the programme may be admitted through normal Accreditation of Experiential Learning (AEL) or Accreditation of Certificated Learning (ACL) processes, or through an approved articulation agreement. Therefore such applicants must be able to demonstrate and evidence that they have the required learning outcomes as listed in the modules for which they are seeking exemption.

In the case of applicants whose first language is not English, the University’s English Language requirements as detailed on the website at time of application must be met – see [http://www.uel.ac.uk/international/application/english-language-requirements/](http://www.uel.ac.uk/international/application/english-language-requirements/)

At UEL we are committed to working together to build a learning community founded on equality of opportunity - a learning community which celebrates the rich diversity of our student and staff populations. Discriminatory behaviour has no place in our community and will not be tolerated. Within a spirit of respecting difference, our equality and diversity policies promise fair treatment and equality of opportunity for all. In pursuing this aim, we want people applying for a place at UEL to feel valued and know that the process and experience will be transparent and fair and no one will be refused access on the grounds of any protected characteristic stated in the Equality Act 2010.

**ABOUT THE PROGRAMME**

**What is BA (Hons) Business Management (Human Resource Management)?**

Human Resource Management focuses on the ‘people’ dimension of business and management. It is well established that in the competitive environment of 21st century business, people represent the most potent opportunities for achieving competitive advantage. As such the HRM role in organizations has become increasingly important as organizations seek to deploy, develop and engage their people. Concepts and techniques covered in the course are relevant to four areas vital to any business.

They are:

- a critical understanding of the roles played by people in organizations in terms of their needs and behaviour
- the way in which an organization’s people can be deployed for optimal customer service
- the management of people as a critical business resource integral to organizational strategies and complementary management activities
- the impact of the external environment on the business and how its people are managed
Human Resource Management is therefore multi-disciplinary in nature and can lead to many possible careers although it is an ideal preparation for a career in people management and development in particular.

**BA (Hons) Business Management (Human Resource Management) at UEL**

The specialist HRM content of the BA (Hons) Business Management (Human Resource Management) is delivered by a highly qualified and experienced teaching team that offers a potent blend of scholarly expertise and experience of working and managing in a diverse range of organizational settings. At present the team are engaging in an extensive range of scholarly activity, research and consultancy that enriches the quality of our teaching output. Specifically, recent published work has made contributions to the development of knowledge in the following areas: strategy and HRM; gender; public sector management; leadership; international and comparative employment relations.

Furthermore, we call on the services of a network of visiting and guest speakers and HR professionals (practitioners) who contribute further to the varied and multi-disciplinary learning experience. The School and UEL enjoys close links with employers in the local economy, nationally and internationally. We are therefore highly sensitised to their needs in terms of the skills and knowledge that they require.

The BA (Hons.) Business and Management (Human Resource Management) at UEL has four distinctive attributes:

- The first is that it provides the opportunity to study Human Resource Management in some depth while also gaining a broad understanding of a range of business functions, processes and environmental influences.
- The second is that the programme contains a lot of flexibility. The course structure allows you to switch between full-time and part-time modes of study.
- The third is that at each stage of the degree you will receive support in developing a personal development plan. This will consolidate learning, provide evidence of development to potential employers and also help you plan your future after graduating.
- The fourth is that the students will have achieved professional accreditation in the HR field. The degree will thus offer a seamless transition for students from the undergraduate to a postgraduate degree in HRM; the latter already having achieved professional accreditation at Masters Level (MA in HRM). Students will therefore be able to achieve academic and professional qualifications at both levels.

Finally students are able to select to complete a placement year or study abroad as part of the BA (Hons) Business Management (Human Resource Management) with Placement Year programme.

**Programme structure**

The BA (Hons) Business Management (Human Resource Management) programme is normally completed in 3 years full-time study. This programme can also be studied on a part time mode and is normally completed in 6 years.
BA (Hons) Business Management (Human Resource Management) with Placement Year is offered as a Single Honours award and is normally completed in four years of full-time study. This programme can also be studied on a part-time mode which takes approximately 6 years. On this programme students’ skills in the workplace are developed on a placement of twelve months duration is available between Levels 5 and 6.

All RDBS undergraduate students undertake a combination of 30 credit modules over two terms, and 15 credit modules over a single term. The core modules introduce, evaluate and discuss management principles relevant to business and human resource management and are based on disciplines such as organisation theory, economics, psychology and other social sciences. A wide range of specialist optional modules are available in your second and final year giving you the opportunity to tailor your programme to your individual interests.

The programme incorporates a range of field trips, guest speakers and case studies that highlight the practical application of the theoretical concepts covered in class.

**Learning environment**

The programme is delivered at our iconic UEL campuses where you can take advantage of our modern lecture theatres and seminar rooms, contemporary and well-stocked library and wireless networking facilities. We will teach students how to maximise their potential and benefit from these powerful resources. Student learning is supported by our virtual learning environment which has the added benefit of improving your technology skills.

This programme is highly orientated toward graduate employment and we take great pride in assisting students to develop their academic and professional skills including researching, professional writing, team-working and presentation techniques. Our programme encourages students not only to develop theoretical knowledge about management but we also emphasise the practical application of that knowledge. Therefore we offer a range of field trips, invite industry guest speakers and discuss case studies to truly base students learning in the ‘real world’ so that students can demonstrate a broad range of skills when they enter graduate employment.

**Assessment**

All modules are assessed using a range of methods including Case study analysis; Business Reports, pitches and simulations; media based projects; financial analysis; examinations; presentations; and portfolios. There are no formal examinations at level four but there are some short time constrained tests. In the second and third years examinations generally, will not account for more than 60% of the assessment. Marks in level five and six modules will determine the final degree classification, level four marks are not used for this purpose.

Students with disabilities and/or particular learning needs should discuss assessments with the Programme Leader to ensure they are able to fully engage with all assessment within the programme.

**Work experience/placement opportunities**
A key feature of the BA (Hons) Business Management (Human Resource Management) programme is that we offer all students the opportunity to broaden and deepen their educational experience by taking advantage of the following:

- Working with a small group of other students on an exciting Social Enterprise project and bringing it to fruition by travelling abroad on our unique Global Scholars Programme.
- Undertaking an Internship with a carefully selected business partner in order to gain valuable work experience;

For the BA (Hons) Business Management (Human Resource Management) with Placement Year:

- Broadening your horizons and travelling overseas to study for a term with one of our International University partners and undertaking a six month internship;

Project work

An important Graduate Employability skill is that of being able to design an individual research project, develop an appropriate method to answer the research question(s), collect relevant data, conduct analysis and present the results in a business-like way. All Graduates acquire develop and refine these valuable skills over the duration of their study and put them into practice in their final year when they undertake a supervised project under the guidance of an expert in the field.

Added value

Upon successful completion of this programme, and award of the BA (Hons) Business Management (Human Resource Management), Graduates will be eligible to apply for Associate Membership of the Chartered Institute of Personnel and Development (CIPD). Students may progress onto further study in Human Resource Management and work towards full Chartered Membership of the CIPD.

Additionally for the BA (Hons) Business Management (Human Resource Management) with Placement Year;

- Have the option to gain valuable work experience by undertaking a placement between levels 5 and 6 with a carefully selected RDBS Business Partner.

- Have an option of studying with an accredited RDBS International University Partner (Study Abroad) for a term.

IS THIS THE PROGRAMME FOR ME?

If you are interested in ......

- improving recruitment and selection processes to get the right people in the right jobs.
- optimising the effectiveness of employees for the achievement of personal and organisational goals.
• understanding which trends and changes are occurring in Human Resource Management in an increasingly interconnected and globalised world.

If you enjoy....

• Listening to, and working with others
• Finding solutions to problems
• The challenge of reading about and thinking about, many different subjects from Employment Law to Economics, from Marketing to HR Strategy, from Accounting to Leadership
• The challenge of understanding the links which may exist between many different subjects
• Thinking about how globalisation affects you
• Working with others from different cultures

If you want....

• to develop the skills, knowledge and abilities of an HR professional
• to gain a thorough grounding in how successful organisations conduct their HR and business strategy
• work experience in either a UK and/or an international organisation

Your future career

Our Human Resource Management Graduates work in a wide variety of HR roles ranging from HR Director, HR executive, HR Adviser and Business Partner in all HR areas e.g. Talent Management, Reward, Recruitment and Selection, Employee Relations, People Development and Strategic HR. As well as going on to run their own business graduates have the potential of working in many different organisations and in many different sectors of the economy. Graduates have also progressed to study the MA in HRM in UEL already accredited at Advanced Level by the CIPD.

How we support you

1. Academic

• A personal tutor will be allocated to you for the duration of your degree who can advise you on academic and personal development matters.
• Module leaders and seminar tutors provide feedback on your progress in each module to assist with your learning.
• The programme team can help if you have any programme-related issues.
• The subject librarian is available for any queries regarding the use of library resources for your research and can advise you on locating sources for relevant materials.
• The student representatives who study Business Management in the same year as you can raise any concerns regarding the programme or individual modules with the teaching team on behalf of your student cohort.

1. Administrative
• The staff at the School Helpdesk will be able to answer the queries you may have about the operation of your degree
• The Student Services team can assist with financial matters, health and wellbeing as well as offering support for students with a disability.

1. 3. **Employability:**

• The School offers a range of opportunities to engage with industry through its lecture series.
• The School offers a mentoring scheme where you can benefit from the experience of a personal business mentor.
• Our employability team will recommend opportunities for work placements and volunteering positions, assist with writing your CV and advise you on your interview skills and technique.

On enrolment, you will be provided with introductory materials on the use of the UEL Virtual Learning Environment (VLE) and UEL Direct.

During your studies, you will be supported by academic, support and technical staff from your academic school.

**Bonus factors**

**Global Scholars**

Students will have the opportunity to work on a social enterprise project with one of UEL’s international partner institutions. The final stage of the project students will travel to the partner institution to see how the project comes to fruition. Students may compete for a place on the Global Scholars Programme.

The Global Scholars Programme gives students the opportunity to undertake a 15 credit bearing enterprise project with overseas partners under the direct supervision of a dedicated member of academic staff. The Global Scholars Programme is taken during Term 3 at Level 5.

**Library**

Our library is open 24 hours a day, 7 days a week during the semester, allowing you to undertake your guided and independent research and reading when it is most suitable for you. We hold a wide range of Business Management journals that enable you to engage with relevant materials for your degree and beyond, thus supporting you in developing an extensive knowledge base. Many of the journals and books are available electronically, so that you do not have to rely on hardcopies being available to borrow from the library and you can undertake your studies from home or anywhere you have access to the internet.

**Field Trips**

Some modules offered on the programme will include field trips to companies in and around the London area. These trips will be used to highlight aspects of business management
practice and serve as examples of the application of related concepts. London is a major commercial centre and home to many renowned companies.

Programme aims and learning outcomes

What is this programme designed to achieve?

This programme is designed to give students the opportunity to:

- understand your future career options and demonstrate progress towards achieving them as either an employee or an owner manager or entrepreneur in either the profit or the non-profit sector, or further academic study
- gain a detailed knowledge of business and management practises, critically evaluate that knowledge and finally apply it in complex situations which may be characterised by contested and contradictory information
- Develop relevant transferable and practical skills so that you can manage your own learning and are confident in applying these competences
- Demonstrate understanding of the different forms organisations can take and the key people and management decisions impacting on their effective operation
- Apply and justify methods, processes and perspectives relating to the strategic management and enhancement of the potential of a diverse workforce.
- Critically evaluate and review current issues within human resource management (HRM) eg resourcing (including recruitment and selection), employment law, reward, leadership and talent management and development

What will you learn?

Knowledge and understanding

- the concepts and techniques in the multi-disciplinary business subjects
- application of the relevant business concepts and techniques to resolve multi-faceted business problems or issues.
- Human Resource Management and of the techniques associated with the area.

'Thinking' skills

- the theoretical basis of the concepts or techniques drawn from a wide range of business disciplines and in Human Resource Management in particular.
- able to critically assess these concepts or techniques.
- ability in incorporating the full range of multi-disciplinary approaches as appropriate to the problem or issue being discussed.

Subject-Based Practical skills

- preparation and presentation of solutions to business based problems or issues, particularly in the Human Resource Management area.
- undertake a major self-managed activity, the project, which will address a topic of your choice which will be relevant to your future career
- demonstration of competence in using a broad range of Information Technology resources to enhance both your learning and its application to problem resolution
Skills for life and work

- working effectively both as a team player and as an individual meeting strict deadlines and targets
- confidence in explaining, defending and summarising your views to your peers on complex multidisciplinary issues and problems
- identifying problem parameters and selecting and implementing solution(s)
- realising that your Human resources Management degree from UEL is just the beginning of your lifelong learning.

The programme structure

Introduction

All programmes are credit-rated to help you to understand the amount and level of study that is needed.

One credit is equal to 10 hours of directed study time (this includes everything you do e.g. lecture, seminar and private study).

Credits are assigned to one of 5 levels:

3  equivalent in standard to GCE 'A' level and is intended to prepare students for year one of an undergraduate degree programme

4  equivalent in standard to the first year of a full-time undergraduate degree programme

5  equivalent in standard to the second year of a full-time undergraduate degree programme

6  equivalent in standard to the third year of a full-time undergraduate degree programme

7  equivalent in standard to a Masters degree

Credit rating

The overall credit-rating of this programme is 360 credits.

Typical duration

The expected duration of this programme is 3 years when attended in full-time mode and 6yrs in part time mode. The expected duration of this programme with Placement Year is 4 years when attended in full-time mode and 6 years in part time mode.

It is possible to move from full-time to part-time study and vice-versa to accommodate any external factors such as financial constraints or domestic commitments. Many of our students make use of this flexibility and this may impact on the overall duration of their study period. A student cannot normally continue study on a programme after 4 years of study in full time
mode unless exceptional circumstances apply and extenuation has been granted. The limit for completion of a programme in part time mode is 8 years from first enrolment.

**How the teaching year is divided**

The teaching year begins in September and normally ends in June.

A typical student, in full time mode of study, will register for a 120 credits in an academic year. A student in a part time mode of study may register for up to 90 credits in any academic year.

**What you will study when**

A student registered in a full-time attendance mode will take 120 credits per year. Typically this will be comprised of four 30 credit modules. The exact number may differ if the programme is comprised of 15, 45 or 60 credits modules. An honours degree student will complete modules totalling 120 credits at level four, modules totalling 120 credits at level five and modules totalling 120 credits at level six.

<table>
<thead>
<tr>
<th>Level</th>
<th>Module Code</th>
<th>Module Title</th>
<th>Distance learning</th>
<th>Credits</th>
<th>Status*</th>
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</thead>
<tbody>
<tr>
<td>4</td>
<td>HR4001</td>
<td>People, Organisations and Management</td>
<td>N</td>
<td>30</td>
<td>Core</td>
</tr>
<tr>
<td>4</td>
<td>SG4001</td>
<td>The Business and Financial Environment</td>
<td>N</td>
<td>30</td>
<td>Core</td>
</tr>
<tr>
<td>4</td>
<td>FN4001</td>
<td>Introduction to Economics</td>
<td>N</td>
<td>30</td>
<td>Core</td>
</tr>
<tr>
<td>4</td>
<td>MK4001</td>
<td>Principles and Practice of Marketing</td>
<td>N</td>
<td>30</td>
<td>Core</td>
</tr>
<tr>
<td>5</td>
<td>HR5001</td>
<td>Managing a Global and Diverse Workforce</td>
<td>N</td>
<td>30</td>
<td>Core</td>
</tr>
<tr>
<td>5</td>
<td>HR5002</td>
<td>Developing People and Organisations</td>
<td>N</td>
<td>30</td>
<td>Core</td>
</tr>
<tr>
<td>5</td>
<td>HR5003</td>
<td>Ethics at Work</td>
<td>N</td>
<td>15</td>
<td>Core</td>
</tr>
<tr>
<td>5</td>
<td>HR5004</td>
<td>Resource &amp; Talent Planning</td>
<td>N</td>
<td>15</td>
<td>Core</td>
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<tr>
<td></td>
<td></td>
<td><strong>Plus you should choose 30 credits from the options below</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>MK5001</td>
<td>Digital Marketing and Integrated Marketing Communications</td>
<td>N</td>
<td>30</td>
<td>Option**</td>
</tr>
<tr>
<td>5</td>
<td>FN5003</td>
<td>Institutional Financial Management</td>
<td>N</td>
<td>15</td>
<td>Option**</td>
</tr>
<tr>
<td>5</td>
<td>FN5005</td>
<td>International Political Economy</td>
<td>N</td>
<td>15</td>
<td>Option**</td>
</tr>
<tr>
<td>5</td>
<td>FN5006</td>
<td>International Trade</td>
<td>N</td>
<td>15</td>
<td>Option**</td>
</tr>
<tr>
<td>Code</td>
<td>Course Title</td>
<td>Type</td>
<td>Credits</td>
<td>Option</td>
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<td></td>
</tr>
<tr>
<td>FN5008</td>
<td>Principles of Islamic Banking and Finance</td>
<td>N</td>
<td>15</td>
<td>Option**</td>
<td></td>
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<tr>
<td>TM5003</td>
<td>Celebration, Ritual and Culture in the Events Industry</td>
<td>N</td>
<td>15</td>
<td>Option**</td>
<td></td>
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<tr>
<td>HR6666</td>
<td>Long Placement</td>
<td>N</td>
<td>120P</td>
<td>Optional***</td>
<td></td>
</tr>
<tr>
<td>HR6667</td>
<td>Short Placement</td>
<td>N</td>
<td>60P</td>
<td>Optional***</td>
<td></td>
</tr>
<tr>
<td>SG6001</td>
<td>Competitive Advantage from Innovation</td>
<td>N</td>
<td>30</td>
<td>Core</td>
<td></td>
</tr>
<tr>
<td>HR6004</td>
<td>The Business Professional</td>
<td>N</td>
<td>30</td>
<td>Core</td>
<td></td>
</tr>
<tr>
<td>HR6001</td>
<td>Contemporary Developments in Employee Relations/Employment Law</td>
<td>N</td>
<td>30</td>
<td>Core</td>
<td></td>
</tr>
<tr>
<td>HR6003</td>
<td>Managing Talent to Achieve High Performance</td>
<td>N</td>
<td>15</td>
<td>Core</td>
<td></td>
</tr>
<tr>
<td>HR6002</td>
<td>Leadership in Organisations</td>
<td>N</td>
<td>15</td>
<td>Core</td>
<td></td>
</tr>
</tbody>
</table>
*Please Note – A core module for a programme is a module which a student must have passed (i.e. been awarded credit) in order to achieve the relevant named award. An optional module for a programme is a module selected from a range of modules available on the programme.

**All optional module availability is subject to timetabling.

*** These modules are part of the BA (Hons) Business Management with Placement Year programme.

**Requirements for gaining an award**

In order to gain an Honours degree you will need to obtain 360 credits including:

- A minimum of 120 credits at level four or higher
- A minimum of 120 credits at level five or higher
- A minimum of 120 credits at level six or higher

In order to gain an Honours degree with Placement Year you will need to obtain 360 credits including:

- A minimum of 120 credits at level four or higher
- A minimum of 120 credits at level five or higher
- A minimum of 120 credits at level P or higher.
- A minimum of 120 credits at level six or higher

In order to gain an Ordinary degree you will need to obtain a minimum of 300 credits including:
• A minimum of 120 credits at level four or higher
• A minimum of 120 credits at level five or higher
• A minimum of 60 credits at level six or higher

In order to gain a Diploma of Higher Education you will need to obtain at least 240 credits including a minimum of 120 credits at level four or higher and 120 credits at level five or higher.

In order to gain a Certificate of Higher Education you will need to obtain 120 credits at level four or higher.

**Degree Classification**

Where a student is eligible for an Honours degree by passing a valid combination of module to comprise an award and has gained the minimum of 240 UEL credits at level 5 or level 6 on the current enrolment for the programme, including a minimum of 120 UEL credits at level 6, the award classification is determined by calculating:

\[
\text{The arithmetic mean of the best 90 credits at level 6} \times 0.8 + \text{The arithmetic mean of the next best 90 credits at levels 5 and/or 6} \times 0.2
\]

and applying the mark obtained as a percentage, with all decimals points rounded up to the nearest whole number, to the following classification:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>70% - 100%</td>
<td>First Class Honours</td>
</tr>
<tr>
<td>60% - 69%</td>
<td>Second Class Honours, First Division</td>
</tr>
<tr>
<td>50% - 59%</td>
<td>Second Class Honours, Second Division</td>
</tr>
<tr>
<td>40% - 49%</td>
<td>Third Class Honours</td>
</tr>
<tr>
<td>0% - 39%</td>
<td>Not passed</td>
</tr>
</tbody>
</table>

**Teaching, learning and assessment**

**Teaching and learning**

*Knowledge is developed through*

• *Guided reading*
• *Lectures*
• *Online discussions and activities*

*Thinking skills are developed through*

• *Reflective activities with feedback*
• *Seminars discussions and debates*
• *Online discussions and activities*
Practical skills are developed through
- IT activities with feedback
- Research skills-based activities with feedback

Skills for life and work (general skills) are developed through
- Managing time so that deadlines are met
  Producing ideas or arguments in a clearly structured manner
- Planning activities with feedback
- Project work

Assessment

Knowledge is assessed by
- Coursework
- Essays
- Examinations

Thinking skills are assessed by
- Coursework
- Examinations
- Project work
- Analysing case studies
- Preparation of seminar papers

Practical skills are assessed by
- Practical reports
- Portfolio completion

Skills for life and work (general skills) are assessed by
- Project work
- Group work

How we assure the quality of this programme

Before this programme started

Before this programme started, the following was checked:
- There would be enough qualified staff to teach the programme;
- Adequate resources would be in place;
- The overall aims and objectives were appropriate;
- The content of the programme met national benchmark requirements;
- The programme met any professional/statutory body requirements;
- The proposal met other internal quality criteria covering a range of issues such as admissions policy, teaching, learning and assessment strategy and student support mechanisms.

This is done through a process of programme approval which involves consulting academic experts including some subject specialists from other institutions.

**How we monitor the quality of this programme**

The quality of this programme is monitored each year through evaluating:

- External examiner reports (considering quality and standards);
- Statistical information (considering issues such as the pass rate);
- Student feedback.

Drawing on this and other information, programme teams undertake the annual Review and Enhancement Process which is co-ordinated at School level and includes student participation. The process is monitored by the Quality and Standards Committee.

Once every six years an in-depth review of the whole field is undertaken by a panel that includes at least two external subject specialists. The panel considers documents, looks at student work, speaks to current and former students and speaks to staff before drawing its conclusions. The result is a report highlighting good practice and identifying areas where action is needed.

**The role of the programme committee**

This programme has a programme committee comprising all relevant teaching staff, student representatives and others who make a contribution towards the effective operation of the programme (e.g. library/technician staff). The committee has responsibilities for the quality of the programme. It provides input into the operation of the Review and Enhancement Process and proposes changes to improve quality. The programme committee plays a critical role in the quality assurance procedures.

**The role of external examiners**

The standard of this programme is monitored by at least one external examiner. External examiners have two primary responsibilities:

- To ensure the standard of the programme;
- To ensure that justice is done to individual students.

External examiners fulfil these responsibilities in a variety of ways including:

- Approving exam papers/assignments;
- Attending assessment boards;
- Reviewing samples of student work and moderating marks;
• Ensuring that regulations are followed;
• Providing feedback through an annual report that enables us to make improvements for the future.

The external examiner reports for this programme are located on the UEL virtual learning environment (Moodle) on the school notice board under the section entitled ‘External Examiner Reports & Responses’. You can also view a list of the external examiners for the UEL School by clicking on the link below.

http://www.uel.ac.uk/qa/externalexaminersystem/currentexaminers/

Listening to the views of students

The following methods for gaining student feedback are used on this programme:

• Module evaluations
• Programme evaluations
• Student representation on programme committees (meeting 2 times per year)
• Annual student satisfaction questionnaires

Students are notified of the action taken through:

• circulating the minutes of the programme committee
• providing details on the programme/module intranet (Moodle) sites
• Individual responses to students as required

Listening to the views of others

The following methods are used for gaining the views of other interested parties:

• The School Advisory Board
• Placements Officer
• As appropriate, being informed by relevant Professional bodies

Where you can find further information

Further information about this programme is available from:

• The UEL web site (http://www.uel.ac.uk)
• UEL Manual of General Regulations (http://www.uel.ac.uk/qa/policies/manual/)
• UEL Quality Manual (http://www.uel.ac.uk/qa/policies/qualitymanual/)
• School web pages (http://www.royaldocksbusiness.com/)
• Quality Assurance Agency for Higher Education (http://www.qaa.ac.uk/)
• Regulations for the Academic Framework (http://www.uel.ac.uk/academicframework/)
• UEL Guide to Undergraduate Programmes
• Chartered Institute of Personnel and Development: www.cipd.co.uk